

sureway



NOVEMBER 2025 - JUNE 2026
SUREWAY STORIES

CHANGING LIVES,
BUILDING STRONGER COMMUNITIES

NOV 2025 - JUN 2026

Quorn Solar Farm Project

The Quorn Solar Farm project has delivered life-changing outcomes for participants across the Central West, driven by close collaboration between Sureway and Chandler Macleod.

Participants have gained valuable hands-on experience, and developed confidence, with many progressing into further employment opportunities. At its peak, one-third of the on-site workforce were Sureway participants, highlighting the strength of local collaboration and the impact of targeted workforce development.

To support ongoing demand, a Civil Construction training program is now being delivered, providing participants with additional licences and practical skills to access future construction and infrastructure roles. This initiative is expanding pathways and supporting long-term career progression across the region.

The project is not only creating immediate job opportunities but also building a more resilient and skilled workforce, driving lasting change across the Central West.

⚠ Challenges

- Transport barriers
- Job readiness gaps

🏆 The Impact

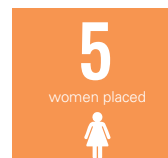
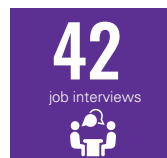
- 25 employment outcomes
- 42 job interviews

Read the full article on the Quorn Solar Farm Project via our website!

Sureway remains committed to creating meaningful opportunities that support individuals, employers, and communities into the future.



- ✓ Individual onboarding support
- ✓ Medicals & compliance
- ✓ PPE & essential work items
- ✓ Job readiness support
- ✓ Community info sessions



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Barriers to Store Manager

Andrew has faced significant challenges over the years, including a history of substance abuse and housing instability. More recently, however, he has worked hard to overcome these barriers, securing a caravan site out of town and creating a stable foundation for himself.

When Andrew first connected with Sureway, he described himself as shy and lacking confidence. Despite this, he consistently showed determination - arriving at appointments with a smile and even walking long distances to attend. Although offered a bike to assist, Andrew chose to walk, valuing the opportunity to stay active.

As his relationship with Sureway staff developed, so did his confidence. Their supportive, encouraging approach created a welcoming environment, helping Andrew feel more comfortable and less self-conscious.

When a new store, Silly Solly's, opened in town, Andrew was encouraged to introduce himself for future opportunities. His confidence left a positive impression, leading to a job offer. Andrew is now working 30 hours per week.

Today, Andrew's life looks very different. He has a working vehicle, is addressing his dental health, and is training towards a management position.



David's CTA Success

Workforce Australia
Employment Services

David successfully completed the Career Transition Assistance (CTA) program in late 2025, attending each day with a positive attitude and a strong willingness to learn. When he first joined, David was unsure of his career direction, but through the program identified warehousing as a key strength, drawing on previous industry experience.



Certificate of Completion

David Callahan

In recognition of the completion of
Career Transition Assistance (CTA)



With support from Sureway staff, it became clear that obtaining a forklift licence would improve his employment prospects. While initially hesitant, particularly as his last paid role was in 2009, David embraced feedback and applied new skills to develop a strong, effective resume.

With growing confidence and a clear goal, David applied for a role in an Albury warehouse. He demonstrated commitment by being open to travel and focused on securing the right opportunity. His efforts paid off, resulting in employment as a storeperson and driver.

Throughout the program, David also supported peers, consistently showing a positive, team-oriented approach. Congratulations, David!

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Real Connections, Real Impact

Sureway Ballarat proudly hosted a "Connect with People behind the Opportunities" event. This event enabled employers and participants to come together and discuss upcoming employment opportunities.



Our Actions

- Hosting a community networking event
- Facilitating discussions & information sharing

The Impact

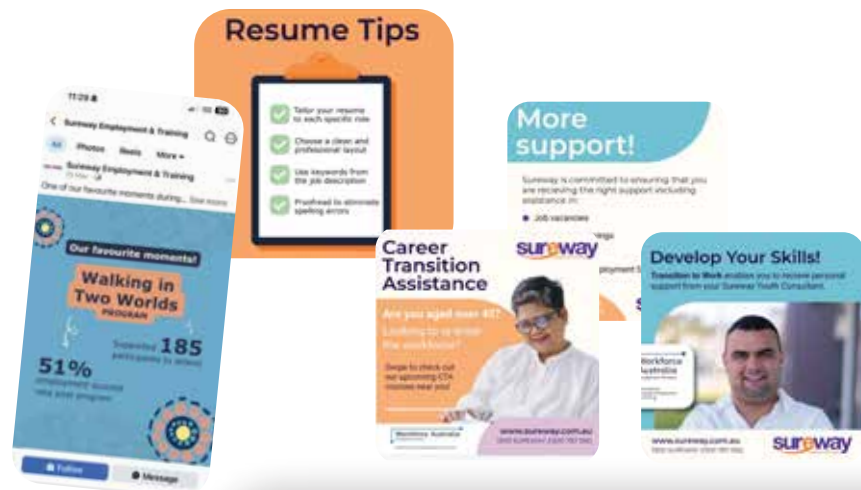
- Reducing barriers between employers & participants
- Improved participant confidence

Connect with us on Facebook and LinkedIn

Connect with us on social media for practical job search tips, FAQs and insights to support your journey!

You'll also get to see our recent campaigns such as our WRAPPED campaign where we reflect on Sureway's ongoing commitment to reconciliation.

Never miss new blog content or resources from our website!



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Sureway Employment and Training



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Celebrations at Belconnen

Sureway Employment & Training proudly celebrated the anniversary of the Parent Pathways Program commencing, along with the strong outcomes delivered and impressive participant engagement.

The milestone was recognised at a press conference attended by Minister Amanda Rishworth, Assistant Minister Patrick Gorman, and Andrew Leigh MP, who highlighted the program's national success - with more than 27,000 parents participating, over 9,000 entering education, and 900 moving into employment within the first year.



The event showcased powerful participant stories, highlighting the program's real-world impact. One participant shared their journey of overcoming breast cancer while studying cyber security, supported by Parent Pathways through financial assistance and guidance. Another speaker reflected on transitioning from redundancy to a meaningful career supporting other parents, drawing on lived experience as a single parent and domestic violence survivor.

Additional stories highlighted participants returning to study, pursuing new careers, and building confidence from business studies to fitness and swimming instruction.

Afghan Peace Foundation Partnership

It has been a priority for our Parent Pathways mentors to strengthen community partnerships. Through their efforts and dedication, Sureway signed a Memorandum of Understanding (MOU) with the Afghan Peace Foundation in Canberra, to formalise their working relationship to support Afghan families in the Australian Capital Territory.

The Afghan community is particularly vulnerable following the fall of the Afghan government in 2021 and the subsequent Taliban takeover. Since then, many refugee families have settled in Canberra, including a significant number of young families who are eager to build a new life in Australia.

There is a strong interest among them in learning English, obtaining driver's licences, and securing employment, which are achievable through the Parent Pathways Program delivered by Sureway. Nadir, pictured with Parent Pathways mentors Helen Robertson and Andrew Kazar, has introduced many families to the Parent Pathways Program.

These types of partnerships are truly what change lives, and build stronger communities.



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Learn more about how we're delivering Parent Pathways services!





Parent Pathways National Press Club

Sureway CEO Matthew Hall, staff members and a group of our Parent Pathways participants had the valuable opportunity to meet with the Minister for Employment and Workplace Relations, Amanda Rishworth in Canberra, where they shared their experiences of the Parent Pathways program.

The participants who attended were initially nervous about sharing their experiences, as this was the first opportunity they had been given to speak about their Parent Pathways journey in such a setting.

With the support and encouragement of staff throughout the day, both participants confidently shared their stories and represented the program exceptionally well. Their involvement not only contributed to the success of the engagement but also provided a valuable opportunity to build confidence and develop their communication skills for future opportunities



Our New Parent Pathways Mascot

The visit marked the introduction of our new Parent Pathways mascot. The bear has been designed as a gift for the children of Parent Pathway's participants, while also serving as a practical tool to support the development of fine motor skills through interactive features such as buttons and laces.



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Learn more about how we're delivering Parent Pathways services!



Opportunity through Advocacy



When Spencer met with his employment consultant, they reviewed his work history and discussed the type of role he wanted. With his baking background, she encouraged him to apply for a new position at a local pie shop. Spencer was enthusiastic and sent his updated resumé soon after the meeting. His consultant then contacted the employer, explained his experience, and arranged a trial shift.

A few days into the trial, the consultant visited the bakery to see how he was settling in. The employer mentioned that some customers who knew Spencer from a previous job had advised her not to hire him. The consultant encouraged her to speak directly with Spencer, who was honest about why his last role ended, helping rebuild trust.

As the two-week trial finished, Spencer returned to Sureway and shared how much he was enjoying the work. He was already helping with pie fillings and cakes. After the appointment, the consultant checked in with the employer, who confirmed she planned to hire him and was glad she had formed her own view.

Spencer later called to thank his consultant for the support that helped him secure the role.

Growing Evan's Confidence & Skills

At 29, Evan has shown strong resilience and ambition in shaping his future. When Evan joined Sureway, challenges related to Autism Spectrum Disorder (ASD) affected confidence in social skills and independence, and building rapport took time.

With guidance from an experienced manager, Employment Consultant, Janine, worked closely with Evan to identify goals and create a clear pathway forward. Over time, confidence grew as trust was established. Evan aspired to build independence through meaningful employment.



Evan's journey has included varied experiences, from farm work to completing a tax course, with a clear strength in numeracy and a willingness to learn.

Now, with support from ACDCForYou and Sureway, Evan has secured a paid online internship while studying a Certificate III in Information Technology, building skills for long-term employment.

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Turning setbacks into Success

When Brett first met with his Employment Consultant, he was determined to get back to work. With years of experience in the tree lopping industry, he was eager to return to employment despite ongoing injuries that had made physically demanding work more challenging.

Brett was excited when he secured a trial with a local tree lopping business and hoped it would lead to ongoing employment. Unfortunately, before the opportunity could progress, the business unexpectedly closed, leaving him back at square one.

Knowing how important employment was to Brett, his consultant continued to advocate on his behalf. While meeting with local employers, he learned of a vacancy at Macksville Wreckers and immediately recognised that Brett's strong work ethic and mechanical skills would make him a great fit.

Brett quickly contacted the employer, secured an interview and was offered the position shortly after. A follow-up visit to the workplace confirmed that he had settled into the role well, built strong relationships with his colleagues and become a valued member of the team.

Today, Brett is thriving in his new role and enjoying being back in the workforce. His determination, combined with Sureway's ongoing support and employer connections, helped turn a disappointing setback into a successful employment outcome.



Determination in Action



When Lauren commenced with Sureway, her goals were clear. She wanted to improve her confidence, gain her drivers license and build her experience towards meaningful employment. While managing mental health and personal barriers, Lauren remained focused on taking steps towards independence.

Lauren's Consultant worked to identify suitable pathways aligned with her strengths. Some major milestones for Lauren were obtaining her drivers license, commencing a Certificate III in Business and volunteering within the community.



Goals:

- ☒ Drivers License
- ☒ Increased confidence
- ☒ Vocation training
- ☒ Work Experience
- ☒ Job Secured

Lauren's persistence paid off in May 2026 when she secured a position as a Retail Assistant with Spotlight. At the same time, she received a second job offer from a call centre organisation, providing increased hours and strong long-term career opportunities.

Through her commitment to personal growth and her willingness to step outside her comfort zone, she has achieved significant progress to sustainable employment.

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Aboriginal and Torres Strait Islander Student of the Year



Sureway Skills Training is proud to celebrate the outstanding achievement of Ruby Hall, who was named the winner of the Aboriginal and Torres Strait Islander Student of the Year Award at the Riverina Training Awards.

Ruby completed her Certificate III in Business (Medical Administration Specialisation) with Sureway Skills Training while employed through GTES Wagga Wagga, with Hammond Health in Wagga Wagga as her host employer.

This well-deserved recognition reflects Ruby's dedication, resilience and commitment throughout her training journey. Her success is a testament not only to her hard work and professionalism, but also to the positive impact that quality training and strong support networks can have in helping individuals achieve their goals.

Ruby was supported throughout her studies by her SST Trainer/Facilitator, alongside a broader network of colleagues, mentors and employers who encouraged and guided her every step of the way.

Representing SST at the awards was Business Development Consultant Tamara Balding, who had the pleasure of celebrating Ruby's achievement on the night.

Congratulations to Ruby on this remarkable accomplishment. Her success is an inspiring example of what can be achieved through determination, support and a commitment to lifelong learning.



A milestone worth celebrating

When a group of eight learners enrolled in the Cert III in Community Services through Sureway Skills Training, they shared a common goal - to develop the skills and knowledge needed to make a positive difference in their communities.

Throughout the course, the learners demonstrated resilience, and a strong commitment to their studies. They embraced opportunities to build their understanding of the community services sector and engaged enthusiastically with guest speakers who shared valuable industry insights.

With the support of Sureway Skills Training and industry partners including Migrant Resource Centre, AC Care, Reaching Youths, Centacare/The Haven, and Sureway Employment and Training, learners were able to connect their classroom learning with real-world experiences and gain a deeper understanding of the impact they can have within the sector.



As the program came to a close, all eight learners successfully completed their qualification. Their achievement was made even more significant by their eagerness to continue learning, with many already expressing interest in progressing to the Certificate IV in Community Services.

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Introducing our new General Psychologist, Niki!

We are pleased to welcome General Psychologist, Niki to the Sureway Health & Wellbeing team! Based in Bundoora, Niki brings extensive experience and a compassionate, client-centred approach.

Niki plays an important role in supporting new clients throughout their mental health journey, working with both children and adults across a range of areas. She is focused on creating a safe and supportive environment where individuals feel heard, understood, and empowered.

With a strong interest in working with children and young people, including those with neurodevelopmental conditions such as ADHD and autism, Niki delivers tailored, collaborative sessions that build trust - tailored to each person's needs.

Her approach is grounded in evidence-based therapies, including Cognitive Behavioural Therapy (CBT) and Acceptance and Commitment Therapy (ACT). Niki can provide cognitive and psychological assessments and diagnosis - allowing for wraparound treatment, from assessment through to ongoing management.

Known for her approachable and down-to-earth style, Niki is passionate about normalising conversations around mental health and supporting individuals to take practical steps toward improving their wellbeing.

Outside of her work, Niki enjoys Pilates, ice skating, and relaxing with a good book or light-hearted romantic comedy.



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You'll also get to know our team - like Niki, who's currently sharing helpful videos!

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